

Submitting a Rental Housing Code Complaint

When a tenant needs a problem addressed within their rental unit, it shall be the responsibility of the tenant to submit a request in writing to the owner or manager of the property.

The tenant must keep a record of the written request and any responses from the owner/manager.

The property owner will have seven (7) days to address the request, unless there is an emergency condition such as lack of power not caused by the power company, lack of heating capable of keeping the unit to at least 68 degrees, flooding, structural failure of exterior roof/walls, etc. In any of these cases, it is the property owner's responsibility to address the request immediately and make provisions for safe and habitable conditions as quickly as possible.



If the property owner does not address the request or if the property owner fails to make corrections within seven days, the tenant may submit a Complaint Form to the Development Services Department. If the completed Complaint Form is found to be valid, the department will contact the property owner as quickly as possible to schedule a complaint inspection. The tenant, landlord and City representative must be present at the complaint inspection.

If a code violation is found during the complaint inspection, the property owner will have 30 days to complete the correction or to file an appeal. If an appeal is submitted, the case will be heard by the Norwalk Board of Appeals at the Board's next available meeting.



For more information visit
norwalk.iowa.gov or call
515-981-9530